

Network Diagram

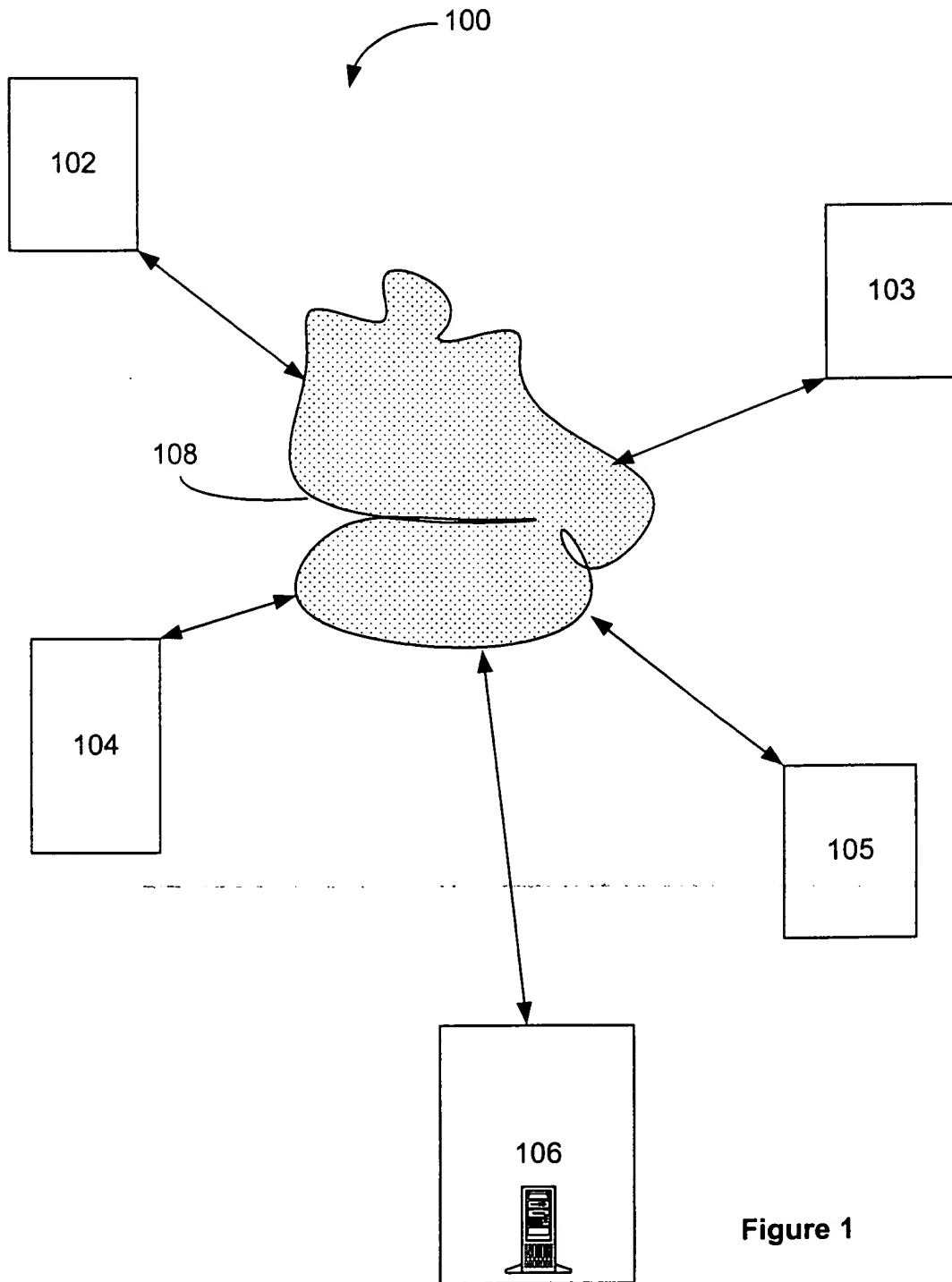


Figure 1

0933754-04304

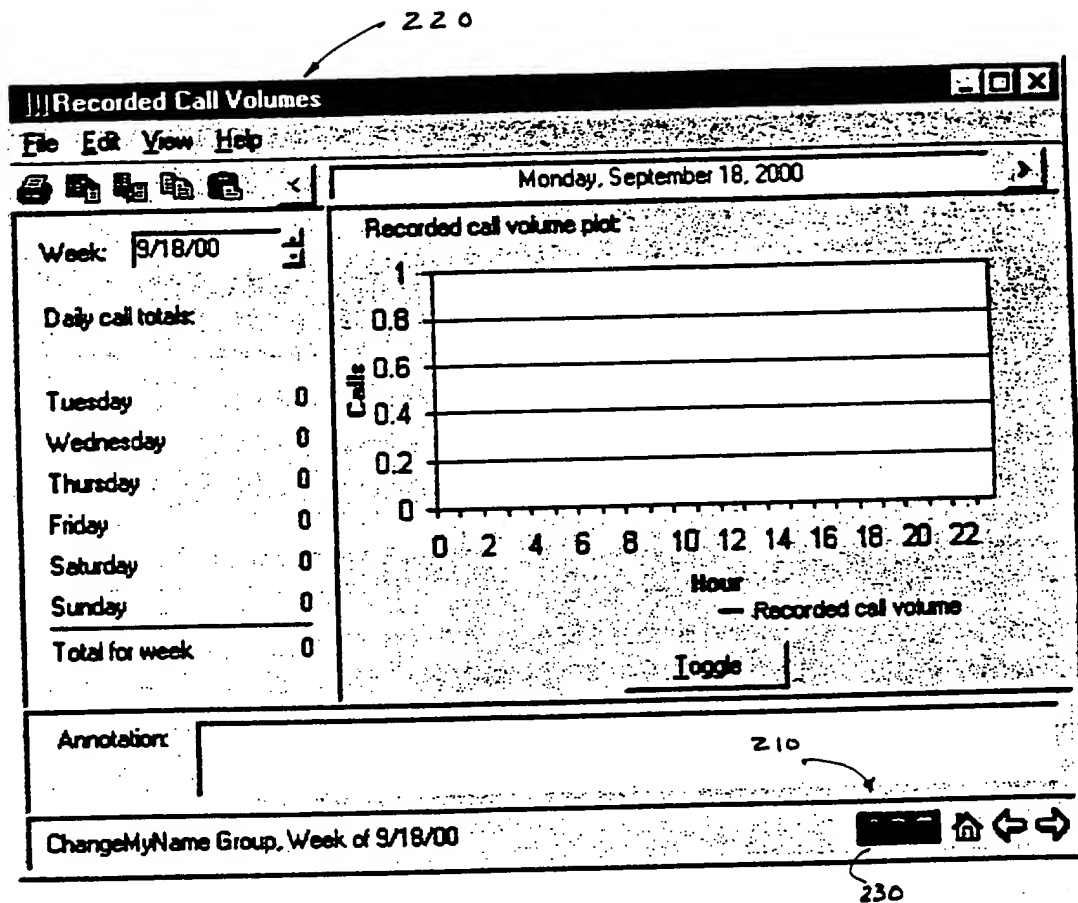


Figure 2

09037634.04.001

320

Operation Parameters [X]

File Help

☐ 24-hour call center

Hours of operation:

	Start	End
<input type="checkbox"/> Monday	<closed>	<closed>
<input type="checkbox"/> Tuesday	<closed>	<closed>
<input checked="" type="checkbox"/> Wednesday	00:00 [div] Wed	00:00 [div] Thu
<input type="checkbox"/> Thursday	<closed>	<closed>
<input type="checkbox"/> Friday	<closed>	<closed>
<input type="checkbox"/> Saturday	<closed>	<closed>
<input type="checkbox"/> Sunday	<closed>	<closed>

Number of seats: 20

☐ Group scheduling options

ChangeMyName Group, Week of 9/18/00 [div] [home] [back] [forward]

310

330

Figure 3

09637654.04.1904

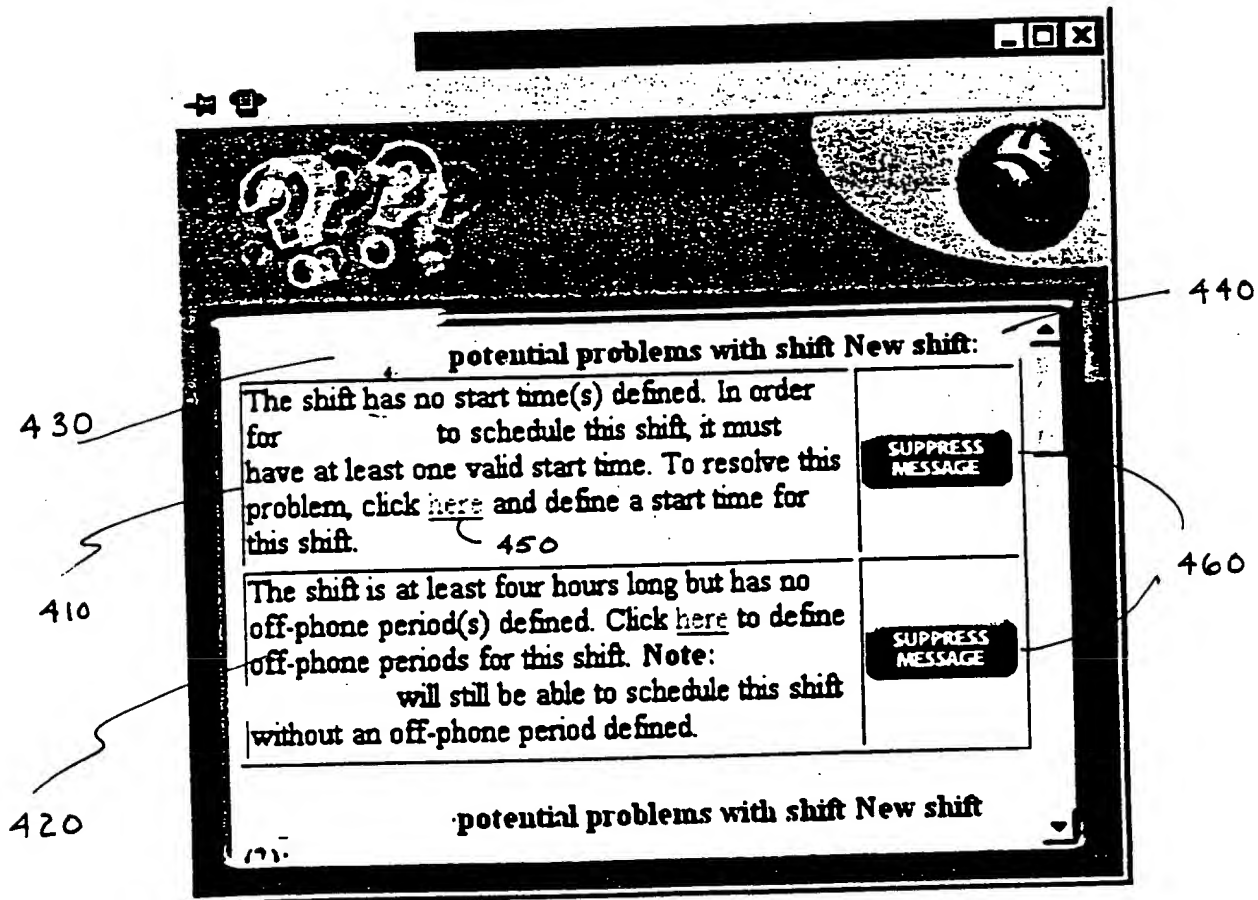


Figure 4

09037034 041804
T08T0 T08T080

520

Calendar				
Service level Total				
Service level for phone		530		
Service level for fax				
Monday, January 29, 2001		6:00 AM	7:00 AM	8:00 AM
Employee 580	empl#1			
Employee 580	empl#2			
Employee 580	empl#3	590		
Employee 580	empl#4			
Employee 580	empl#5			
Employee 580	empl#6			
Employee 580	empl#7			
Employee 580	empl#8			
Employee 580	empl#9			
Employee 580	empl#10			

540

550

Figure 5

US 6,340,040 A

630

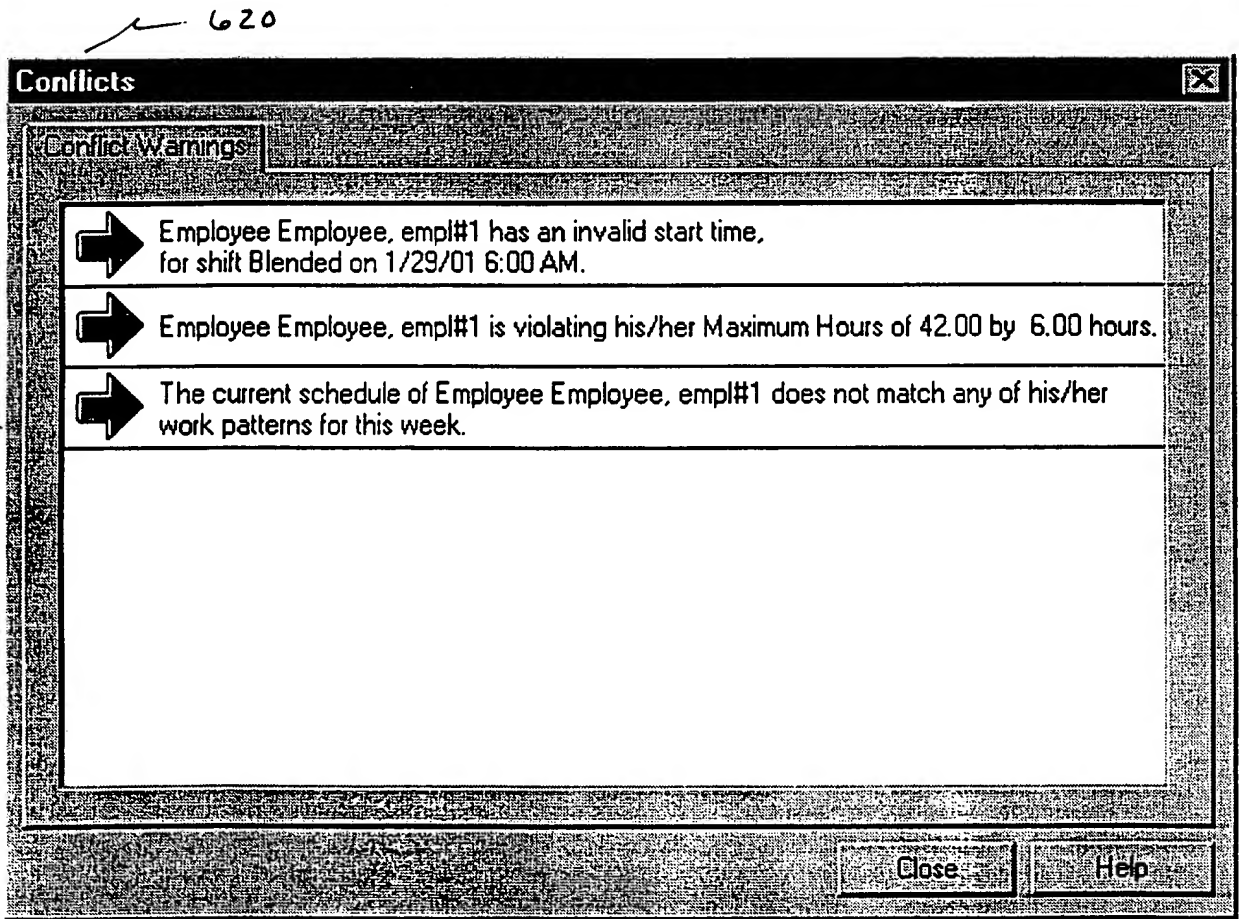


Figure 6.

FIG. 7

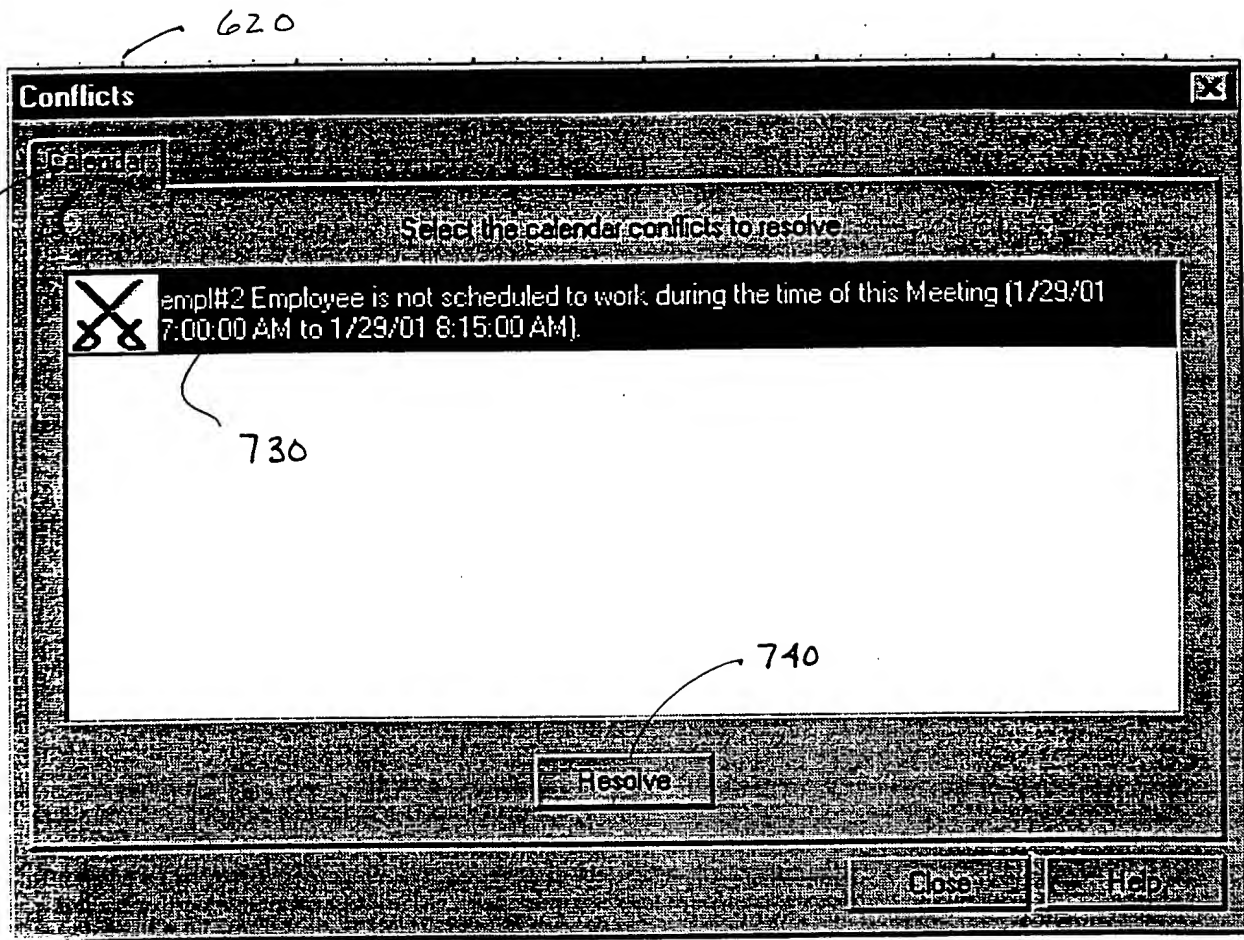


Figure 7

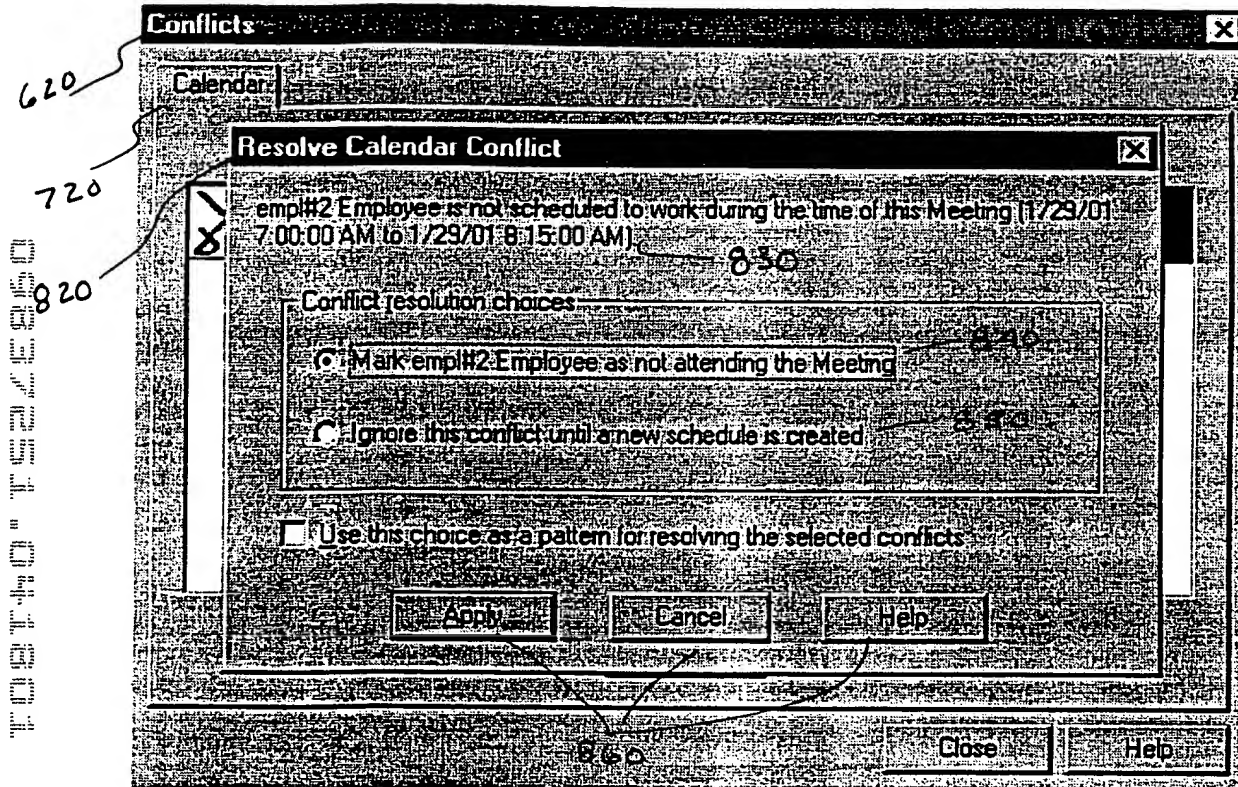


Figure 8